

**Question 16. In what way did you feel that you were not treated courteously? (In response to Question 15. "In your opinion, have you been treated courteously during the resolution process?")**

1. That acted like I had to be doing something wrong and I am very computer smart but they treated like I was dumb
2. Basically, deal with the situation
3. instructions being changed but indicating staff did not know what they were doing
4. Told aware of problem, do not know when it will be corrected
5. Nothing was ever done!
6. F&A Edison staff were incompetent and adamant that nothing was wrong with "system" - then they had the audacity to complain about ME for being rude. After SEVERAL months and nearly \$600 in loss of cash flow -- my "tone" was not unfounded.
7. WE WERE NOT ASKED IF WE WOULD LIKE A PAY CUT.
8. Helpdesk could not tell me why problems occurred. Programmers called after a few days and said "the problem corrected itself" with no explanation of why problems occurred
9. We are repeatedly subjected to unjust, unwarranted, and unfair criticism even though we have not done anything wrong.
10. First response from HR was that I had done something incorrectly.
11. Our HR staff did not explain the calculation overtime properly.
12. finger pointing or blaming other
13. They made me feel like it was my fault
14. Every pay period has its own different problems. When to submit time ! when to change hours. Instructions change constantly.
15. The issue has not been addressed
16. No one could not give me a straight answer.
17. the help desk usually does not answer or they put you on hold & the call is then dropped. the personnel office states to all problems they are working on it but be patient. It seems they have too many problems to address them in a timely manner.
18. felt as if I was a bother to them!
19. this issue is ongoing
20. I am being treated like it is my fault - demanding payment post tax
21. The man who tried to help me continuously tried to tell me it was because I had just started my job when I told him that I had been employed by the state for 6 months and I was not a new employee. He didn't seem to grasp the concept.
22. THE ISSUE HAS NOT BEEN RESOLVED YET.

## Employee Survey

23. Edison hotline and emails are short
24. I have not been updated on the situation AT ALL.. my supervisor has had to practically drag it out of someone to get the understanding that we do have.
25. Officials have had ample time to fix the errors but have yet to to do so.
26. In our meetings we were told to hold our comments and complaints
27. I was transferred too many times between Benefits Administration and Human Resources.
28. The woman that I spoke with seemed extremely impatient. I felt that I was bothering her with a question.
29. There were so many problems, mine seemed minor to them. It is a good thing I had savings to fall back on cause of automatic debits coming out at the same time the problem was occurring. I have since stopped the debits due to the lack of trust I have.
30. Miscalculations? Problems, etc.? I was accustomed to the process and procedure of compensation. WAS. And now I'm expected to be totally trusting of a complete change with no option but to accept? We've all been courteously told to take it or leave it.
31. Edison helpdesk never returned my call.
32. On make sure that I keep I keep my leave& sick hours
33. NO resolution is forth coming.
34. Staff constantly passing me around, no one knowing the answer and saying its someone elses issue.
35. I was told that my problem was of low importance because there were so many other, more pressing problems to solve.
36. just for get it.
37. Edison does not comply with TCA laws
38. I was called an old dog that just can't learn new tricks.
39. have reported this numerouse times to my personel dept also have been in contact with main office in nashville
40. took too long to resolve issue- no one seemed to care
41. In this particular issue, courteous would include longevity being paid separately.....no resolution to this issue yet.
42. when you call sometime there not so nice to you
43. The problem is not being addressed. Noone seems to care.
44. I resolved the issue myself. You need to draft a better survey.
45. People were not honest and I kept being transferred to someone else. No one seems to know who's fault it is...every time I call, the person I'm talking to tells me that they have done their part and pass me on to someone else.

## Employee Survey

46. It was a grave oversight of common sense to perform the longevity pay in this manner. If it were not for the zealous oversight by my supervisor I feel the pay process would not be handled in anything resembling an amicable sense.
47. I have been treated courteously, but there has been little effort to fix problems that do no benefit the State.
48. I can't get a straight answer I feel like I keep getting the run around.
49. No one has answered our questions, we don't know what the abbreviations stand for, nor does the payroll clerk
50. Person was abrupt, defensive
51. No one was concerned that information was being deleted. There is no place in Edison that you can verify your total to date pay for 2008.
52. During first call, I was assured problem would be corrected within couple of days. After two weeks, still not fixed. Second call, same thing. It took months and several calls to correct.
53. No personal contact - contact through management services
54. No response from them
55. The attitude was that it was my fault.
56. My wife has never received her check and she is almost due a second one. She is still accruing time like a new employee, not a 15 year employee.
57. I WAS GIVEN THE IMPRESSION THAT NO ONE CARED ENOUGH TO EXPLAIN THE REASON THE PROBLEM OCCURRED. I WAS GIVEN THE 'THAT IS THE WAY IT IS' ANSWER AND TO BASICALLY LIVE WITH IT.
58. can't discuss problem without a ticket number----if I did this when individuals call into the office I would get written up----Why do we get less courtesy than the other people in TN?
59. The Edison Power User made out the issue was my fault when the examples from training were followed even though the procedure may have changed though it was not passed on.
60. I was told "don't worry about it."
61. It is either Edison's way or no way. I am afraid to make any changes to the depositing of check even though I would like to add to a savings account.
62. HR and Edison staff treat people like they are idiots and just repeat an obviously canned generic response to questions.
63. I did not receive my \$120.00
64. see note above. When I complain about not being able to get into the system because password did not work the woman who answered the phone wasted her time and TN's money by calling here to demand a personal apology from me. She needed to have done that

## Employee Survey

65. Have not filed any complaint
66. The situation was not discussed with me.
67. NOT WILLING TO CHANGE LONGEVITY BACK TO THE WAY IT ONCE WAS TAXED, EDISON NOT WILLING TO CHANGE.
68. No one has responded to my issue.
69. The answer is--that the way it is, deal with it.
70. once, I got snapped at because I didn't remember something that was on our on-line tutorial
71. No one cared about me being penalized with the Longevity check. It was never addressed and no one seemed to care.
72. Benefits administration has not responded to my emails.
73. seems like things get blowed off. " will correct in system eventually"
74. No one want's to talk to me about the problems.
75. I feel that if my service time is not corrected it will affect my retirement date and compensation.
76. The HR and Administrative Staff did not follow-up on the issue and were not knowledgeable when asked questions.
77. Edison help desk routes to DOHR who route back to Edison. Neither owns fixing problem.
78. My problems have not been a priority of Edison staff because there are SO MANY other LARGER problems with the system. Comm. said employees with face disciplinary action if we kept doing basic things wrong. It is the system~ not the employees!!
79. Local person would not assist.
80. No concern about the issue was expressed. It's kind of a "so what" attitude by HR.
81. Each time I ask my DON about the issue she ask the nurse manger and they both say that they had spoken with payroll but I haven't been paid yet and my time was deducted.
82. I was not updated on any status of the resolution
83. we were treated like morons when in fact the person in charge sends sometimes up to 3 e-mails a day with ever changing views on how to navigate edison
84. Mr. Evans was very sarcastic and rude and not helpful.
85. My money was taken.
86. THERE IS NOWHERE TO COMPLAIN, THE SYSTEM IS HAPPY AS IT IS.
87. Employees I tried to talk to get information did not know what they were doing or talking about.
88. No one can give you an answer. "Its just an Edison Problem"

## Employee Survey

89. They did not know what they were doing and I assume decided to take it out on anyone that called with questions. My main problem was that I should have been notified that I would be getting a paper check and the whole thing would have been avoided.
90. The person I spoke too on the phone was courteous at first then became quite rude.
91. That is the way the system is designed and nothing we can do about the loss of your money. You will get it back on your taxes when you file.
92. i am not in a resolution process
93. no response to my complaints. I don't know why I am getting these notifications and when they will stop.
94. Phone persons are stressed and so busy you get put off, and get the run around.
95. I have asked for training but was insulted in return.
96. Taking 6 months for a correction is totally unexcusable.
97. no one calls me back or resolves the problem
98. I did not cause the problem. I was told edison caused it.
99. My phone calls to the Retirement system and Great West were usless
100. Personal issues with our personnel department where I work, also the Edison help desk not being able to answer any question I have ever called about, they just refer me back to my personnel department who were not able to help me in the first place.
101. I was patronized and placated. "Its a new system, we have to learn it. 9 months is not new.
102. I have not been allowed to even ask for a resolution.
103. I expect an honest answer. I never got one.
104. Asked not to call payroll about the problem ,To busy
105. My request was ignored within the Department.
106. having to give up so much money that I worked hard for.
107. The help desk Rep was very condescending, even implying that I could not count and that some one would explain what I was doing wrong.
108. staff not interested in resolving this "minor" issue
109. yes and no questioneer is unfair, when you dont understand.
110. the people who work for edison are curt and rude
111. Initial reaopnses regarding the longevity pay problem was not given serious consideration until other parties (legialature) were sought out for help.
112. It is a question that our HR people can't answer.
113. Can't get my HR person to answer my questions, after repeated emails and phone calls
114. Difficulty in trying to find assistance and non response to email was not courteous.

## Employee Survey

- 115. Was told it was mine and a banking problem.
- 116. No one would provide an acceptable response to my queries.
- 117. Mandatory use of this unsuccessful program
- 118. It was impossible to get anyone in the orgaization to explain the reason for the repayment options. Dept. of Human Services employees were allowed to re-pay the net in increments, we had to re-pay the gross in increments.
- 119. HR dept does not have the answers and doesnt seem to know how to get them for anyone
- 120. I felt ignored since no one contacted me back about the problem and then I had to contact a second time before any changes were made.
- 121. i was told their was nothing i could do
- 122. Reported but not handled
- 123. there is no correct answer to this reporting--just estimate
- 124. Benefits Admin needs both more educated staff and more funding to be able to serve the needs of state employees.
- 125. Put on hold so long that I finally hung up.
- 126. Kandi Taylor in Central Office made excuses and was not available.
- 127. C&I Personnel staff very rude and had to work weekends. Would not reply to reported problems and when they continued to have a problem, they would say we should have reported, when we had
- 128. they didn't attempt to fix the problem themselves, and i was told that it was my responsibility to check beneficiaries. no one said that savings bonds would drop the payable person's name and replace it with the employees name instead.
- 129. Nothing seems to get done.
- 130. doctor offices and hospital keep calling and calling. They didn't want to hear about a "mixup"
- 131. No resolution
- 132. I have a help ticket from December and still no answers.
- 133. Absolutely yes - was treated courteously in re: longevity deferment calculation - IT and Benefits Help staff were very helpful - give them raises. No opinion on the Flex Spending yet. Typically dismissive treatment by front line supervision.
- 134. Told to "wait on the system."
- 135. that this was my problem and that it would be resolved when the individuals responsible for the edison input and effectiveness of the orders of the courts felt it was not necessary for their timely implementation of these orders.
- 136. Edison had no right to change my W-2 and I didn't get enough money back to pay off my car like we had planned.
- 137. No Help

## Employee Survey

- 138. I was disregarded. No follow-up, no one had an answer or what to do about it. Everyone wanted to pass the buck.
- 139. I have received no information
- 140. No sense of urgency.
- 141. Help desk not always helpful
- 142. when i spoke to the people at edison they never would give me a straight answer all they did was say that it was on the computer.
- 143. told me like it was a problem for me to ask why my pay was short
- 144. No response to questions or in one instance - a rude email
- 145. It still don't know if it will ever be resolved
- 146. i was put on hold and no one got back to me in a reasonable amount of time. I'm not going to sit on hold forever.
- 147. The payroll director never returned my call or e-mail and I never got reimbursed for the out of pocket expense that it took to keep my checks from bouncing.
- 148. Edison staff advised me to call my bank and explain that we had a new system "Edison", They will understand and you will not be charged the overdraft fee. My bank informed me that "Edison" was not their problem. I feel they wasn't concerned about me!
- 149. by that idiot on the news telling channnel 4 there was NO problems with edison, it is with the people... she should be fired... what an insult her comments were to state employees
- 150. The problem has not been resolved
- 151. Received phone call at home demanding to know time schedule
- 152. problems ignored by the administration
- 153. no response had to send several request
- 154. I felt like I had no choices in the repayment. I do not recall being told we are sorry this happened..
- 155. short responses, they did not feel urgency of repayment
- 156. The person in Personell was rude.
- 157. I did not resolve my issue with Edison but staff.
- 158. Yes and no. It was either you do it or I will do it for you (the choice of repayment options).
- 159. No one wanted to help with the problems.
- 160. I have courteously been denied vacation pay that was due to me.
- 161. I was not treated at all. I did not report it.
- 162. The lady was short, curt and to the point in her response by e-mail. I was made to feel like I was the villian and not the victim in the problem.The lady seemed very uncaring to my situation.

## Employee Survey

- 163. I was told the local people did not know the answer either.
- 164. I was sent an email stating personnel would not be paid even though I had approved on time.
- 165. No one knowshow edison works!!!!!!!!!! It's always 2 or 3 answers.
- 166. Matter not handled quickly. Continues to refer me to someone else
- 167. Problems not addressed by Edison Staff
- 168. Never received any help and was basically just blown off.
- 169. NO RESPONSE
- 170. THE F&A payroll employees that I spoke to treated the situation very lightly with not a lot of concern. Maybe it isn't a big deal to them but I work hard for my money and I would like to be made aware of the situation when the problem was first discovered
- 171. I have been accused of reporting the wrong information, and then upon further investigation they found it was their error but made no apology.
- 172. No one knows the answer nor provides any followup attempts at doing so.
- 173. Because issues are not being resolved. I was treated respectfully though.
- 174. Being told that there is nothing they can do about it!
- 175. i have not been offered an answer, just told that i had better make sure i sent it to the right fax number.
- 176. My benefits administrator was extremely kind and attempted to be quite helpful but the folks that he was dealing with did not return his calls promptly nor did they seem very concerned about rectifying my situation in a timely manner.
- 177. my problem has not been addressed
- 178. Made to feel like by asking when it was going to be resolved just aggravated people.
- 179. They were dishonest and said they had corrected it 6 months ago and they had not-I have the documentation where they corrected it on my paycheck after numerous requests that day.
- 180. His problem was not promptly resolved.
- 181. I was told,by e-mail that the repayment in 4 payments was the only way to correct the edison error
- 182. No Answer
- 183. I am not being kept informed of the status.
- 184. Passing the issue back and forth and no one knowing how to fix it.
- 185. received negative notification via mail when simple phone call from a human being explaining the error would have been sufficient.
- 186. The statement we are working on it does not correct the problem.
- 187. No, I feel as though no one cares if I have not had federal taxes taken out.



## Employee Survey

188. Hatefulness
189. The person I supervise, my supervisor and I were told point blank that it was this person's fault when it was not even with a copy of the submission and approval he and I were blamed.
190. staff was very short in answering questions
191. Just told me answer and asked no questions.
192. The process has yet to be resolved.
193. We report problems but no one admits it's a problem
194. No communication. Problem not resolved
195. People answering the phone at Benifits admin are not very courteous, and really cannot answer your questions. It's like they all read from a script.
196. I requested assistance in obtaining the payment for my overdue travel claim (more than once) beause I didn't have the extra money to pay out of pocket and was only given excuses that it was an edison issue and I ended up having to pay out of pocket anyway
197. Didn't know what was going on...an Edison problem evidently
198. THERE HAS NOT BEEN ANY RESOLUTON TO DATE
199. No follow-up - no resolution - lack of knowledge on their part.
200. Unable to obtain any clear information on how longevity issue is going to be resolved. Nobody seems to have the answers or they are unwilling to share them if they know.
201. I did not feel I was not treated courteously, but the mistake should not have occurred to require that I be treated courteously.
202. I am not an old dog who can't learn new tricks. I enjoy the opportunity to learn but when someone wants to assume I am stupid, normally it is because of their own stupidity because they do have the answers and can't solve the problems
203. Nashville was great, but my supervisor, and my HR rep. were not. They frankly acted as if it was not there problem.
204. because i have lost money and time and i am told it is the edison fault so now what.
205. Responses to questions are slow or not at all.
206. I have not been handled discourteously personally however I'm tired of hearing how it is always employee error- we are not as incompetent as described.
207. The problem was continously blamed on different departments. No one really seemed to care, until my FS2 became frustrated with the situation.
208. no comment
209. Questions took longer then I think to get answers and two many people referred to someone else. No one got back with me on how the problem was being handle and how long it was going to take. I had to be the one to call and check on things.
210. Casual--it doesn't make that much difference-approach

## Employee Survey

- 211. A that's the way it is attitude
- 212. bein demanded to do as Edison states/mandatory instead of listening to what the need or problem is just do as Edison "Says" just like this survey the way it is worded to give to the Legislature the information that they want to make it seem so good/not
- 213. That it was my fault that the submitted time did not register properly in Edison
- 214. No one can answer questions.
- 215. I was not seen as a human being and was lost in a pile of other complaints.
- 216. no one explained the calculation.
- 217. explanation of why this occurred
- 218. This should have been cleared up quicker
- 219. Noboby within Edison knew what was going on.Kept putting me off on someone else that didn't know anything either.
- 220. Just told me taxes were correct and that they were reviewed, but never could explain why there was a difference.
- 221. There was no support or resolution alternatives.
- 222. Superusers (Time Administrators) were rude and demanding.
- 223. I was told that I was not going to get any "C" time
- 224. email communications to employees are cryptic and unclear, link for further explanation didn't work
- 225. Lack of response
- 226. I received no notice at all.
- 227. My sergeant does not allow us to "touch" Edison unless we request time off or overtime. I have no idea whats going on and he seems to care less since its not his money!
- 228. Simply, this is the correct way. You will get it back at tax time.
- 229. The ones i have talked to talk down to you NOT VERY FRIENDLY
- 230. no exception to payment of Longevity pay
- 231. Treated as if it were my fault
- 232. I was not given the option of fileing a complaint
- 233. we were told we will learn this, not enough preperation
- 234. Edison would not resolve the issue when I brought it to their attention. It would have been simple just to go into the payroll program and fix the error before the date of direct deposit to my account.
- 235. Employee was rude during one of my calls -- right off the bat
- 236. I was not kept informed of the resolution or time frame to expect

## Employee Survey

- 237. Edison cleared all time request, I was treated like it was my fault, even when I had the request printed out in my hand
- 238. Nobody has any answers or depending on what day of the week it is you get a different answer and also nobody responds to let you know that they have received your request and when and how it will be resolved-no communication.
- 239. not having a hard copy for reference
- 240. I was given incorrect information about the repayment and they were not all concerned about my situation, only that they got their money back.
- 241. still not resolved
- 242. I have not filed a complaint - was not aware this could be done.
- 243. person responsible for teaching lacks patience; told to 'just call Nashville'
- 244. no help from edison
- 245. Our HR staff is frustrated and I called so many times that it seemed to frustrate them even more. I quit trying.
- 246. No one every returned my call
- 247. The Edison payroll center was very rude
- 248. There is no explanation on why amounts are not the same
- 249. being told that is way it is
- 250. My longevity should not have been calculated along with my regular paycheck.
- 251. The replies from whoever to our HR guy are not correct. They are really listening to what he is telling them.
- 252. No response
- 253. negative email
- 254. The pople @edison can not tell you what is going on in a timely maner
- 255. No feedback as to when the problem will be resolved has been received.
- 256. I WENT TO ALL MY CLASSES,AND MY ROAD MAPPING IS STILL NOT STRAIGHT SO I CAN DO MY JOB,AND THEY SAY IT IS,I TRY TO TELL THEM,AND THEY MORE OR LESS SAY ITS ME.
- 257. I feel I was personally embarrassed by my supervisor and his supervisor.
- 258. Tim Joyce did not want to address the issue until his boss forced him to
- 259. I feel like I was given the run around and put off
- 260. Employees appeared to ignore the problem.
- 261. person that info goes to has been hostile
- 262. Told that this was the way it was going to be from now on. Was not told about the deduction differnce ahead of time.

## Employee Survey

- 263. Nashville's answer-"That's how edison does it."
- 264. I have been trying for several months to change it.
- 265. The call center was not knowledgeable, nor friendly.
- 266. The resolution of the double payment of longevity was handled very poorly. Employees were made to feel by F&A as if the overpayment was of their doing. A sincere apology for the inconvenience and additional work it caused would have been appreciated.
- 267. The person responsible is simply not doing his/her job!
- 268. One woman sent an email to another person stating "tell her we're not giving the money back"
- 269. Kept getting a run-around and being told it will be fixed next payday, when it actually took months. Felt like I was a bother to them trying to get paid for o/t
- 270. No one returned my email
- 271. They seem disorganized - it might take email and phone calls from 3 different people to sort out
- 272. first person i called was very rude and just told me to email 'edison'
- 273. I felt the benefits people were not very helpful and the problem was always because of Edison
- 274. NO ONE CARED TO EXPLAIN THE PROBLEM TO ME.
- 275. WHEN WE HAVE HAD CLASSES ETC. WE WERE TOLD SOMEONE WOULD GET BACK TO US AND TO THIS DAY THEY NEVER HAVE.
- 276. lost \$1.50 per hour on overtime rate and all I hear is it was legal. legal does not always mean something is right.
- 277. No response was received in regards to the issue.
- 278. Not being responded to in a timely manner.
- 279. No one even acknowledged the problem. Just quoted policy.
- 280. I got the run around and nobody knew what to do.
- 281. They told me that they "system" was new and that they would put a ticket in but I never heard back from them.
- 282. the attitude of the edison personnel!!
- 283. No one was involved. They simply deducted the check from the next pay period.
- 284. availability is inconvenient for my work schedule
- 285. The person I talked to said no one made a mistake the computer did the error by its self
- 286. Cavalier attitude of miscalculation of comp time, their error, not corrected.
- 287. There have been times that my email messages were not responded to for a week or until I emailed for a second time and letting them know that I never received a response on the first message.

## Employee Survey

- 288. I guess I've been ignored. No one from the payroll dept has contacted me about this issue
- 289. I am being Ignored
- 290. no one to question or way to resolve issue
- 291. Benefits Admin. told me a different story each time I called. For example, one rep told me that I would be paid in four to six weeks and then eight to ten weeks. One said a check was already processed and then there is no way to tell if the check was cut.
- 292. like it was my fault that it wasn't working properly
- 293. Sent an email to the person who denied my travel and did not receive a response
- 294. NO ONE EVER DISCUSSED THE ISSUE WITH ME!
- 295. Not being formally informed of issues, status, etc. Had to go find out myself.
- 296. This is the way it is and just pay it will be over. F&A said it was due to EDISON.
- 297. As though it were my fault for Edison's issues.
- 298. I would just like my longevity check as it used to be - a separate check.
- 299. I was told nothing could be done; refused to try.
- 300. Everything was defensive of the very expensive system. And nobody was going to fix it like it should be because it wasn't a custom system. We get what we are given. And we have a weekly system partially modified to pay us twice a month.
- 301. the problem is not corrected
- 302. NO ONE PERSON TO POINT FINGER AT AND SAY FIX IT
- 303. no one is ever held accountable for anything with this system.... in no one ever knows what's going on
- 304. left out in the cold still waiting for answers
- 305. No one could tell me when I might get paid and didn't seem to care that I was missing payments and at jeopardy of losing my power and water.
- 306. was not trained at all on edison
- 307. A few rude emails were sent to everyone basically saying "this is the way it is, live with it". Prior notice of different calculations would have been more professional.
- 308. Longevity is an incentive and I want to know why it can't be separate. I was totally shocked when I got my paycheck.
- 309. Human Resources kept telling me I was wrong until the general email came out about a system glitch.
- 310. I was not kept updated on what was going on, if anything was going on to resolve the issue, or when it would get resolved.
- 311. I was given no notice
- 312. The longevity matter should have already been settled.
- 313. Vicky Taylor is not pleasant to talk with. She is very rude and short.

## Employee Survey

- 314. Told not to call EDison...
- 315. everyone seems stressed
- 316. Being retrained for Edison's misusage by Edison Team
- 317. I kept being told over and over to contact someone else.
- 318. There is still much confusion over how our payroll person computes overtime pay
- 319. I had to pay all damages; but Edison's fault
- 320. Somebody was telling my supervisor that I didn't enter my time. However, on my screen it was showing it took me to request for my supervisor to come to my work station to show her that I had done it. I also showed her the printed off copies which I made o
- 321. I was misled on the repayment form and told it was not a mistake I could get it back next year when I filed my federal tax return. This was after several transfers of call.
- 322. By my HR Personnel.
- 323. Hr got irritated because i kept asking for my pay.
- 324. The people who answer the help line don't seem to know much and don't seem to care. They want to give you a quick answer and then have you stop asking questions.
- 325. Human resource manager for C & I was not a pleasure to work with, they compounded the problem because their tops were stepped on
- 326. When I explained the problem many times I was met with condescension.
- 327. we are unsure how to get a question answered
- 328. hr stated that i made more now
- 329. no one is handling this. we are all to just accept the tardiness of our accrual.
- 330. Staff doesn't know the system either my supervisor spends a ridiculous amount of time with edison
- 331. This was the second time this has happened instead of trying to resolve the situation they tried to blame others for their mistake
- 332. Short answers, no answers, sarcasm.
- 333. I HAD TO JUMP THROUGH TOO MANY HOOPS FOR THE INSURANCE.
- 334. I had to prompt staff to take action.
- 335. when i called to talk to someone about what i needed to do, they acted like i should already know what im talking about..further saying that some have been trained in the system but not everyone. whoever has been trained needs to be patient
- 336. Non-response to my inquiries
- 337. not that anyone was mean only that no one had an answer
- 338. Lack of notification, lack of correction, lack of TRUST
- 339. No one to talk to regarding the overpayment nor repayment agreement.

## Employee Survey

- 340. Super users could not provide adequate information.
- 341. I was told that everyone who had overtime during that time has issues and was dismissed from HR Rep's office.
- 342. No. I have contacted Edison any felt slighted. They were too busy.
- 343. When I talked to people they would not give me a strat answer to when it would be resolved
- 344. No choice was offered regarding compensation status (paid vs. accumulated).
- 345. Edison folks act like we are not accepting change. Fact of the matter is we accept change when proper training is given and not just one class and a Manuel throwed at us.
- 346. The edison help desk acted like I was stupid because I couldn't find my annual or sick leave, or comp. The problem was with programing. Edison help desk could see the time, but anyone else who tried to access this information was not allowed to see it.
- 347. The checks should not have been combined.
- 348. To my knowledge, no one affected by the Edison error received any sort of apology. Considering the financial inconvenience and/or hardship such an error can cause, it seems appropriate to expect an apology from whoever caused the error.
- 349. There no information out there. People who work here,They don't understand it
- 350. I felt as though the person I spoke with was unconcerned and stated "that is just the way the system is set up".
- 351. I couldn't get a definite answer as to when my problem would be resolved. i got a different answer everytime they didn't know when it would be resolved.
- 352. it was just brushed over
- 353. It is always the person's mistake not the system
- 354. This is an on-going problem.
- 355. The problem has not been addressed. The state just did it as they usually do what benefits them.
- 356. Very short with me and my co-workers.
- 357. Basically, I was just told, Edison can't handle this, you'll have to wait for it to be manually processed and that would take four to six weeks. As for the life insurance, I was just told it wasn't a benefits issue and to call Unum.
- 358. By upper management within the office ignoring my problem
- 359. nver can speak to same person
- 360. The people trained on edison do not seem to have all the information and training they need.
- 361. The lady was not knowledgable and did not know who was in charge of the problem
- 362. Complaints have been totally ignored.

## Employee Survey

- 363. The man i have talked to several times on behalf of myself and others experiencing problems is rude and condesending, stating the problem is my typing or other mistake. I informed him I should have typed correctly at least once by accident in six months.
- 364. The delay in responses to emails regarding it. Also the fact I felt like the criminal instead of the victim due to the paper work I received about the "overpayment" and had to sign before writing the check back to the state.
- 365. HR Officials stated the problem was only because employees are resistant to change. Very dismissive
- 366. No resolution process is taking place, due to the fact it want be changed.
- 367. Too slow to help
- 368. I had to ask several people to get answers as to how this will effect W2 later and never got a straight answer.
- 369. When you call Nashville, people seemed rushed, RUDE
- 370. The replies have been to place blame elsewhere.
- 371. I waas not kept up to date on the progress
- 372. No response
- 373. I was told the problems were user errors. The problems were actually programming errors. Those errors have been resolved.
- 374. Pretty much everyone I spoke to throughout the entire process was rude & unhelpful.
- 375. i fell like the edison lowered my pay and leave time
- 376. It became a complete nighmare trying to get someone to resolve the issue. Even after taking with several individuals in administration and F&A, the problem was still not resolved for another 2 weeks. All this time I could not get medications needed. RUDE
- 377. I spoke to my supervisor & she said it was the way it was.
- 378. It seems that the Department blaims Edison for all problems and then Edison blaims the Department for all problems.
- 379. leave requests
- 380. I was treated courteously, it's just the people don't have answers to the questions I ask. They always say it's "Edison"
- 381. the situation took extremely too long to resolve
- 382. Problems are not being addressed, red letter emails are being directed at folks when many times the system is at fault.
- 383. call in a ticket to the help desk and it may take several days to get an answer
- 384. I have not received an answer to my inquiry
- 385. Do not get a response when issues are raised. Told that we do not know how to use the system.



## Employee Survey

- 386. Kept being sent from one to the other. Finally gave up and worked on it myself
- 387. My phone calls and emails were not answered.
- 388. training wasn't given for employees on how to use the system
- 389. in a media statement from a tennessee spokeswoman, it was stated that all problems were caused by the user and not the edison program
- 390. I think it is discourteous to have to wait months for resolution of problems.
- 391. Every one I talked to would tell me I needed to talk to someone else.
- 392. I did not feel that it is right for Edison to take my money.
- 393. You are unable to get problems resolved and a timely manner.
- 394. No one contacted me as to why my pay check is late so often
- 395. never a response to the email that I sent and I am still not sure that I even sent it where I was suppose to as I got lots of different answers about who to contact in the matter.
- 396. Edison could have corrected this problem by reissuing checks, but choose to let incorrect payments be made . This required employees to bear the burden of their mistake.
- 397. kept getting the run around.no one took the blame. kept getting put off.
- 398. I was told that is the way it is and too bad
- 399. I haven't been treated discourteously, but I was not able to transmit my answers without answering this questions. I haven't heard from anyone about my problem yet.
- 400. I don't know how i contact
- 401. after checking time and paystub, I was told my calculations were wrong
- 402. Have you ever tried to get any help or info about Edison? Nobody knows anything.
- 403. Those Edison staff are rude
- 404. The people I talked with in Nashville in payroll were very nice. My Human Resources director didn't seem to care that I should have been paid.
- 405. My supervisor is afraid to say anything because of losing his job.
- 406. told to suck it up
- 407. contact person not very helpful, had to resolve myself
- 408. No response
- 409. I got a call in March regarding something that happened in December and all of a sudden money was taken out of my paycheck because of something that Edison has screwed up.
- 410. I was not aware of this issue, until I got my check.
- 411. higher ups don't know how to fix problem
- 412. Overall, I was treated fairly. But there were personnel who did not know what to do from one day to the next because I had to ask for HR supervisory help.

## Employee Survey

- 413. I was told it would be done right on the date requested but it was not done until three weeks later.
- 414. They did not seem to know the answer
- 415. pay was reduced and has not been restored to what I was making
- 416. Acted as though I should be glad to have gotten a paycheck even though they mistakenly took out both SL and
- 417. the actual answer is not applicable
- 418. I don't know since I have not contacted anybody about my problem since I do not know who to contact. I have not had the time to resolve my problem because I am so busy during my work hours.
- 419. No one seemed to care.
- i. when it comes to overtime, they say its edison
- 420. Response on issue
- 421. I received 2 letters ordering me to return the money or else
- 422. I got the run around on who I needed to talk with. Which took 2 days to finally get an answer.
- 423. No answer
- 424. NEVER SPOKE WITH A PERSON DIRECTLY INVOLVED WITH EDISON. LEFT MESSAGES ON VOICE MAIL.
- 425. I have been ignored. My phone calls would not be returned and an effort was not made to correct the problem.
- 426. Questions were discouraged and when asked you were made to feel like you should know.
- 427. No one responded to my request. Timekeeper didn't solve
- 428. I did not speak with any Edison personnel.
- 429. Increased taxes with no pay raise
- 430. No one has explained the reason the overtime pay calculations were changed
- 431. Edison did not know the answers. Where else do you go?
- 432. I should have received a phone call explaining what would happen to my check rather than discovering it when received. I was told I would be taxed again in December 09 when longevity is received again. I am paying taxes twice.
- 433. NO ONE WAS DISCOURTEOUS.
- 434. After contacting our power user, I never received a response. It is really not worth the effort and easier to try and figure things out alone from your own end.
- 435. too long
- 436. Matter not resolved.

## Employee Survey

- 437. n/a can't be fixed
- 438. no information was provided
- 439. I couldn't get answers from THDA's HR person.
- 440. the contact person in safety is very hateful an rude
- 441. lack of priority; how would it have been handled if I needed those hours during the resolution period?
- 442. No one knows how to resolve. I went thru TSEA and they are helpless too.
- 443. The resolution should have been immediate and not taken months and months to resolve.
- 444. Nobody in Edson will listen
- 445. promptly
- 446. Disrespect regarding my need to know what is going on with my employment status
- 447. no
- 448. F&A not following through with Procedures as promised then not consulting with victims before doing things thier way
- 449. I was told nothing could be done by someone in F&A even when I was trying to come up with ways to have it fixed.
- 450. very little face to face communication, No timely responses unless you get face to face and then no follow up. The operators can't see the entire picture and don't know who is responsible for what
- 451. I have not received an answer to the question.
- 452. They messed up my payroll check on Dec.15th and it wasn't my fault.
- 453. Human resources employees are rude and act as if the employee is at fault because the system is non functioning
- 454. My conern was brushed off and did not feel heard.
- 455. contact my dept, they say contact help desk, help desk says contact my dept
- 456. never received any information from this situation.
- 457. I had been out on extended sick leave and did not know to check for correct insurance info. and was treated like a "bad child" for not checking my info. sooner.
- 458. HR staff rude, sent out email instructions contradicted, "stay off Edison until further notice" never notify when ok, then complain we had not entered time. Reported same problems and never a response. Continued to have wrong staff on payroll.
- 459. When you call edison people were short with you didn't really care if you had a problem very often I was told well we have been working 24/7 our vacations cancelled well you know as least they had money to take a vacation on.
- 460. bossy e-mails and hearing other supervisors demanding entry in restrictive times. The system is impossible to manage

## Employee Survey

- 461. no comment
- 462. I felt like I was bullied to repay the money, even though I was the one who brought attention to the error.
- 463. Problem not being addressed in a timely fashion
- 464. Human resources insisted that I had made this error myself. I can't even get into the part of the system that allows this change.
- 465. Edison people did not seem to care what your problems were or if they get resolved or not.
- 466. There are too many issues with the system and the staff is over worked thus they are rude.
- 467. no one has an answer, it is always we will get back with you
- 468. I was yelled at
- 469. Payroll blames edison and edison blames payroll. I am sick and tired of someone telling me they are sorry.I don't think any one knows what they are doing.
- 470. My issue hasn't been report yet; still gathering documentation.
- 471. IT WAS IGNORED AND NEVER RESOLVED
- 472. To much anger/frustration.
- 473. I wuold like to see my tax information corrected before the end of the year as to not cause me any problems at tax time.
- 474. Edison refused to correct the overpayment of Longevity to over 800 employees in DHS.
- 475. The issue was not resolved. We are still going to receive longevity in one payment. An advance notice may have made it better, but employees did not know until they were actually paid.
- 476. ISSUE NOT RESOLVED
- 477. The person who answered the phone guessed at the problem and didn't offer to verify by looking at records.
- 478. When you call to get assistance they think that you are suppose to know what they want you to do and I have had no training having to do from trail and error
- 479. I was pushed from one person to another.
- 480. felt HR did not respond as they should have, HR did not take accountability for untimeliness
- 481. unable to get help in a timely mannor
- 482. Because everybody in Nashville wanted to blame someone else. The problem should have never been there to start with. After the Big boss's get involved then everybody wants to help. You should have wanted to help before anyone else got involved!!!
- 483. No one can tell me what the issues is or when it will be resolved.
- 484. Kept being passed from one person to another to get answers.

## Employee Survey

- 485. I was told to leave a message with the call center. They are aware of the problem and they have to hand write all checks to all of the courts. They stated all of the courts have been notified. My lawyer was not aware of the situation.
- 486. I have no complaints from my fellow workers who are taking the heat because Edison did not build a system to take care of their mistakes. Edison treats us all wrong by default of the system. Why?
- 487. The lady that I spoke with KNEW EVERYTHING and did not allow me to present my problem and said that was the way it was.
- 488. Got the run around from benefits admin and payroll. Nobody could give me an answer to my problem and it took more than 8 different people before I found someone authorized to answer my questions and acknowledge the error made by Edison.
- 489. I was given an answer that did not add up. For 3.5 years my checks were exactly the same. then when edison started they were different. No one has wanted to tell me why
- 490. The office personal told me several different stores
- 491. few calls were returned,
- 492. Promised return call was not made in resolve effort.
- 493. I was just pushed off to the side and given misinformation or differently information each time the issues were addressed.
- 494. Everyone just says we will look into it.
- 495. Did not contact anyone to resolve.
- 496. Not applicable because I did not complain as there was nothing I could do.
- 497. was told that this was the way the program was set up and there was nothing anyone could do about it
- 498. Too many unanswered questions about how items are calculated.
- 499. Got the run around
- 500. No change, as if dissatisfaction doesn't matter
- 501. I TOLD THE PROBLEM OF PAY THEY SAID THAT WAS THE WAY IT WAS .
- 502. N/A How would I know? I didn't know a complaint resolution process existed.
- 503. No one wanted to hear my issues.
- 504. Took too long, Could not get a straight answer.
- 505. not getting answers
- 506. ignored
- 507. Payroll help line was rude. At first we were told there was to be a learning curve. I made errors in my time entry and got blasted from HR and my mgr. If error messages came up, a lot of mistakes could be avoided.
- 508. Staff made me feel as if I were not worth their time.

## Employee Survey

- 509. I felt the answer I received was inadequate and condescending.
- 510. Nashville did not care about the problem I experienced as it only affected my comp time and of no great concern to anyone other than myself.
- 511. The help desk cannot answer questions, nor DOHR or F&A
- 512. I felt I was being "brushed off", and the person handling the complaint felt as if this was not a problem that my pay could be affected by the issue.
- 513. Just from the perspective that no one is able to answer my detailed questions about pay and those whom I have consulted are so overwhelmed with others like myself coming to them for answers, that they may simply refer you to the online or print out a copy
- 514. The problem that I have had to deal with has been going on for three months and no seems to care enough to fix it.
- 515. I have been trying to contact someone regarding my pay increase that I am owed and I do not get a response when I try to inquire the status
- 516. not given answers isn't very courteous
- 517. No resolution. Payment is the way it is because of the "new" system.
- 518. no replys to my request for payment
- 519. Agency benefits personnel were initially blamed for the dropped insurance. Edison never "officially" admitted any fault.
- 520. no response
- 521. No one knows what to tell me to do - I figured out what the 401K was doing. NO one knew what to do.
- 522. I was told it was happening to everyone and that the State was saving money but issuing one check. So basically I was told to get over it.
- 523. The person asked said it would be fixed by HR
- 524. I was told they would not cut my check "early". At that time it was 5 days late. I was told it was faxed incorrectly but the paperwork from my office shows it was overlooked after it had been faxed.
- 525. Our agency staff would not listen to me and therefore did not respond properly to my issues.
- 526. Like we are not important, and the people we go to does not seem to be interested in any problems we have, Edison or otherwise.
- 527. Initially, the representative was very jokingly and I felt my issues was not a laughing matter. Then there was not any follow up when I was told it would be followed. After I initiated another contact, then I was serviced properly.
- 528. no one could give me any answers
- 529. I have made no attempt to resolve, since I do not think I could stand the stress of dealing with another Edison issue. If it is costing me a few dollars ech month it is less cost than trying to get the problem fixed.

## Employee Survey

- 530. First blaming me, no apologies, no discernable concern for what I was going through
- 531. I should have been notified in advance of changes that occurred with the Edison transition.
- 532. I do not appreciate feeling like the problem took place because of something I did. Regardless of how tired staff may be, do not talk down to others if your job requires customer service.
- 533. overtime not being calculated in conjunction with comp. time as in the past.
- 534. I was told that this was the way it was & could not be changed
- 535. I waited on hold for 45 mins only to speak to someone who didn't know what the issue was or how it could be corrected. Then it took me another 2 weeks to finally get in touch with someone that could tell me what was going on and how it would be corrected
- 536. I e-mailed my concerns to the EDISON staff and I was never contacted.
- 537. lack of response to problems
- 538. I was treated courteously, I was given conflicting answers concerning my longevity issue.
- 539. rude staff in Nashville
- 540. Told that was the way it was going to be and would just have to live with it.
- 541. People didn't seem to care if I got paid or not
- 542. does not apply
- 543. No resolution process has been provided
- 544. Because I do not know what is going on with the request
- 545. the operator does not understand the question and because of that simply stated "problem solved request closed"
- 546. They do not listen to the problem, they just give an answer that doesn't fit the problem.
- 547. I was told that there was nothing that could be done. I was informed that it was a state wide problem and I would have to "keep an eye" on my balances.
- 548. "There's nothing we can do about it" isn't a satisfactory answer.
- 549. When questioned, I was told "that's just the way it will be from now on".
- 550. I was ignored.
- 551. Have not heard why it's taking so long to correct.
- 552. NO BODY SEEMS TO HAVE THE ANSWERS TO FIX THE PROBLEM, THEY ALWAYS PASS THE BUCK.
- 553. My case was not addressed until April
- 554. I WAS TOLD POINT BLANK EVERYBODY THAT GETS A LONGEVITY CHECK WAS PAID THAT WAY AND WE COULDN'T DO ANYTHING ABOUT IT

## Employee Survey

- 555. I was asked to sign an IOU and drive to nashville to get a paycheck or wait until it came out the next round of payperiods
- 556. All the "higher ups" stated that there was nothing they could do and I just needed to wait.
- 557. People are not interested in correcting mistakes.
- 558. Actually, I have never been made aware of any "resolution process," and so I do not know how I can request a correction from the Edison people.
- 559. help desk seemed uninterested that I had an issue
- 560. I felt like I was being treated like an idiot, and didn't know what I was doing
- 561. i haven't had a resolution process
- 562. Too many times, not given an explanation. Just told to live with it. Have even had F&A people hang up on me. Asked to speak to supervisor and have NEVER been given an F&A Supervisor.
- 563. I have been on facility level but she can only do so much. The ultimate decisions are from Central Office and they can't make up their minds as how to correct the problem. They keep asking for different amounts of money to be retrieved from my account.
- 564. No one cares. Everyone is effected, their attempting th straighned out their own checks
- 565. I was treated very rudely by someone on the phone.
- 566. The problem still has not been taken care of. I can change it each week, but I should not have to.
- 567. I was told that was the way it was and nothing could be done about it.
- 568. it's not an emergency, it can wait
- 569. I was not given any information on problem or solutions.
- 570. Not a matter of being treated courteously, Employees cannot access enough information.
- 571. No one seemed to understand--everyone I spoke with was overwhelmed with the numerous problems encountered by Edison and no one could give me any idea as to when the problem would be resolved.
- 572. I e-mailed our Human Services Manager, but she never responded. My employee does not know who is approving her timesheet. I did get the manager's self service, but still could not approve time for employee.
- 573. asking me to pay the taxes back to the state instead of the state handling the problem they created. The state want several hundred dollars from me that would come out of my budget
- 574. I was just given the run around and given some lame excuse why I was only getting \$14 per hour for the over time I worked, instead of my \$24 per hour that I was suppose to receive. Before Edison came into effect I was making \$24.03 per hour.
- 575. I felt like my problems did not matter to F&A. I only got the "canned" response for when my problems would be resolved. Example: "That's Edison for you..." or "Everyone is having problems..." or "It will take 6 to 8 weeks to get a refund.."



## Employee Survey

- 576. Lack of someone to help.
- 577. It has been ignored. That is the worst. My HR has reported it.
- 578. handled via my department
- 579. Just said they would get to it when they could.
- 580. No one seems to know what causes the problems and not consideration is given to the employee's circumstances as a result of an Edison error that the employee did not cause
- 581. Higher deductions from longevity was never corrected
- 582. Did not seem to be a priority to them HR problem maybe
- 583. I've been trying to get this resolved since November. They are slow and when I finally get a response through my HR Director I am told that I am not owed a refund even though my husband was not covered for October.
- 584. i was the first employee to report the over payment, and asked for it to be taken out of my next pay period and here it is four months later and nothing has been done
- 585. was told had to live with it.
- 586. Lack of contact to advise of the status of getting the problem addressed.
- 587. Everyone passes you off to someone else. People seemed confused by the whole process.
- 588. I was just brushed off and given a vague answer.
- 589. lack of recognition that this was a system issue and not a personnel issue
- 590. No one seem to have a complete answer
- 591. The gentleman I spoke with from the payroll call center was not very nice. I do not remember his name.
- 592. no one knows the answers. Also you are taking such a large amount of our longevity in taxes it is very discouraging.
- 593. Casual attitude toward regarding my problem
- 594. Edison staffs was very ugly and rude to me regarding my money.
- 595. No-one got back to me as I was told.
- 596. I and others were labeled as troublemakers for raising concerns before Go-Live. In a not so courteous manner, I was instructed by upper management of my agency to not say anything more about problems experienced during Edison testing about Edison or F&A.
- 597. The software technical staff were very friendly, patient and helpful. However, the one time that I communicated with the finance staff. The mood of the reply was curt and impatient. The system seems to have too many quirks and lacks efficiency.
- 598. the entire edison program was just dumped on me, without full training
- 599. The F&A Payroll individual did not know what she was doing when I told her my pay was incorrect.
- 600. I have not gotten a response with regard to my problem.

## Employee Survey

- 601. Numerous emails that I sent were opened by the recipient, but I couldn't get them to respond with any kind of an update. I had to contact someone else to see if they could apply some kind of pressure to get a response.
- 602. Superior who made decision implied I didn't need it if I could afford a 457 deduction.
- 603. No one gets back with you to let you know the problem has been corrected.
- 604. Lack of explanation as to what the problem was.
- 605. I was told that the wage was calculated according to their tables, not explaining why it was not the same as time and a half.
- 606. Could not resolve the problem in a timely manner. The persons related that they knew it was a problem for many, but they would have to continue to call back every Monday to resolve. Can't fix the problems.
- 607. I was told it didn't matter.
- 608. It's new...it will take time. Just want an explanation instead of being seen as difficult.
- 609. No one would get back with me about Edison concerns
- 610. I have not filed any complaints.
- 611. Super Users don't even know what to do
- 612. I feel telling me Edison is working on it and not giving any resolution date is unfair to employees. It should not take over 2 months to resolve problems.
- 613. sdfghretydfbntyuityuiktjhjh
- 614. No one from benefits has ever contacted me personally.
- 615. No forewarning re: longevity pay not issued separately.
- 616. Could not get a timely response, was e-mailed by several people with no resolution.
- 617. management never resolves to my satisfaction; i feel shorted
- 618. Someone purchased Edison without considering the amount of time required away from work duties.
- 619. No one could help me and they seemed to feel I was wasting their time.
- 620. It's a hassel for anyone to take the time to explain anything to you about edison.
- 621. rudeness uncaring attitude
- 622. It took several phones calls to complete the issue.
- 623. Just was told to wait but no further explanation.
- 624. I was told plainly that Edison isn't set up this way and we have to go with Edison
- 625. There was nothing to be done so I haven't even tried to gt it fixed
- 626. No one took responsibility for the negligence
- 627. I got the idea that it was considered my fault that the problems occurred.
- 628. not setting up repayment plan

## Employee Survey

- 629. I was made to feel that it was my problem that created the situation and to some extent the resolution was my responsibility.
- 630. I keep being booted out of my own profile and was unable to access my own information
- 631. NOTHING IS BEING DONE ABOUT THIS SITUATION. WE WERE TOLD THAT THE DEDUCTIONS ARE LEGAL BUT IT WAS NOT LIKE THIS UNTIL EDISON BECAME OFFICIAL.
- 632. F & A didn't seem at all concerned that I had an over-deduction of medical and dental premiums. The person I spoke to was very rude.
- 633. I had to go through 6 different contacts and the final contact was too busy with payroll errors and never responded to the question
- 634. Could not be given a answer and rudeness
- 635. I did not have a resolution process on this issue
- 636. I e-mailed the Training Specialist but never got a reply.
- 637. To be treated courteously you would have to receive a response.
- 638. everyone got cheated
- 639. not having anyone to contact, no one having any answers, and irritation on peoples parts who you did question
- 640. I feel like my complaint has been dismissed.
- 641. told not to call help line again
- 642. I was told it was no problem and 12 hrs of time was omitted.
- 643. i am having to get the internet at home at my own expense to see if my pat and leave are correct;also i use pat stubs in figuring my income tax - now i donot have these
- 644. BECAUSE I WAS TOLD THAT JUST THE WAY IT IS
- 645. My initial contact was resolved quickly but my second request for assistance has been ignored.
- 646. NO ANS GIVEN
- 647. WE NEVER HAD ANY ACTUAL TRAINING ON THIS, AND OFTEN WHEN QUESTIONS WERE ASKED NO ONE REALLY KNEW WHAT TO TELL US.IT SEEMS TO ME THAT SOME ONE KNOWLEDGABLE SHOULD HAVE COME TO OUR OFFICE AND EXPLAINED EVERYTHING AND THEN AFTER A MONTH, DO A FOLLOW-UP.
- 648. that I'm just another person with another problem - EDISON has been nothing but 1 problem after the other!!!
- 649. The people that I have talked with are frustrated resulting in short tempers.
- 650. I have been told that I am to receive an educational increase but the amounts don't match, I have no way to know what they should be.

## Employee Survey

- 651. Everyone seems to be frustrated with edison, its limitations, and the changing methods with which you try to resolve problems. Unfortunately, that's leading to frustrations being misplaced on employees below those resolving the issues.
- 652. Feel like they are dancing around a straight answer. Can't talk to the same person twice. When you call the help lines one person tells you one answer then you get a different answer from someone else to the same question. Which one is right?
- 653. was told thats how the program works
- 654. They keep asking for things they already had
- 655. They won't try to resolve just say its not their fault, but the credit union says it is in the Edison system. now I have to manually do this or call the credit union each payroll and ask them to move my allotment to savings
- 656. no response
- 657. The state's taking my money that I bust my hump at.
- 658. Concerns are not addressed...get over it this is how it is attitude
- 659. The matter was shuffled from one person to the next to the next, without resolution and so much as a contact to me telling me how the State plans to pay me that money.
- 660. I was told, we can't do anything you will just have to wait.
- 661. Initially the help desk acted rude when questioned
- 662. the payroll person told me to take it to court and hung up on me.
- 663. The Edison help desk was rude and claimed the famous user end error. Even though I had received the confirmation of change emails twice.
- 664. Department staff have been as helpful as possible, however there is NO ONE with Edison available to help resolve the issue that I am allowed to contact directly. If the problem cannot be resolved at this level in 4 months there should be more help availa
- 665. No one seems to know anything. Personnel, Supervisors, Help Desk, etc
- 666. causing my pay to be late for the first time in 39 years of state service was not too courtous in my oponion.i
- 667. I did not report it
- 668. Told to just keep sending leave request over and not to call
- 669. The personnel that deal with our Edison are not friendly.
- 670. I was made to feel that it was MY error; it was not.
- 671. no one can explain why pay rate is different
- 672. the very first time I called Nashvile the girl laughed at my situation
- 673. I was told that's just how Edison calculates our money. So take or leave it, in other words.
- 674. In trying to resolve everyone used "I don't know"

## Employee Survey

- 675. Just told that there is nothing they can do about the past. But they still haven't resolved the problems for the present.
- 676. Payroll officer has nonchallant attitude
- 677. not informed of progress
- 678. No follow up or explanation of the problems.
- 679. No response to my issue.
- 680. continual pressure to key and approve leave (what use to take 2 hours a month is taking 10 times that now) taking time away from my already full workload
- 681. All answeres are just for answereing no
- 682. when you contact the personnel department no one seem to be able to answer question you are always being referred somewhere else
- 683. dont know who to contact for edison problems
- 684. Too many ppl with problems and not enough time to handle in timely manner
- 685. Your help desk isn't helpful, and our own HR department has not been all that cooperative either.
- 686. Benefits Administration can not give you the same answer twice. Everytime you call, you get a different answer and most of the people are quite rude.
- 687. Ignored
- 688. not applicapable to edison
- 689. It was as if "Edison" made the mistake yet I was being punished/it was my fault. At least that was the way I was made to feel.
- 690. Management would not address my concern at all.